

# Mobile Data Collection Survey Tool (MDST)



**ADOA-ASET**

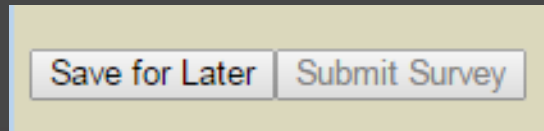
Arizona Strategic Enterprise Technology

# Webinar Attendees

- Identify the appropriate person or people to provide the information that is needed
  - Are there separate people to answer for PD, FD, EMS, DOT, Public Works, etc?
- Fill out the Web Survey Excel sheet prior to the webinar, if possible

# Filling Out the Survey

- Only one person per survey
  - Skip what you don't know
- You can stop before completing the survey using “Save for Later” button
  - Once you hit the “Save for Later” button you will receive a link to take you back to the survey
- “Submit Survey” when you are finished



Mobile Data - Current State Su	
Public Safety Entity (PSE) Name:	
Section Navigation	
1.	<a href="#">2a. PSE Info</a>
2.	<a href="#">2b. Devices Page</a>
3.	<a href="#">3a. Applications</a>
4.	<a href="#">4a. Current Providers</a>
5.	<a href="#">4b. Barriers Page</a>
6.	<a href="#">Submit Survey</a>

# Sign onto the Website – start here



# Pick Your State

**Mobile Data - Current State Survey**

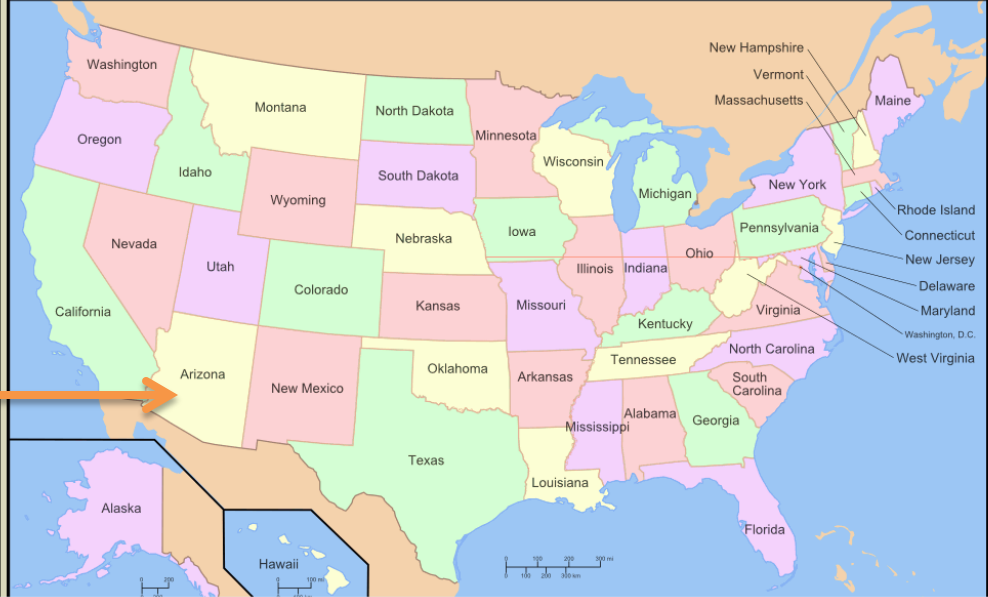
**Introduction:** [FAQ](#)

The Department of Homeland Security (DHS) Office of Emergency Communications (OEC) Interoperable Communications Technical Assistance Program (OEC/ICTAP) developed this survey tool to assist local, regional, tribal, state, and Federal agencies in collecting information on the current and desired future state of wireless data services in preparation for the build-out of a new Nationwide Public Safety Broadband Network (NPSBN). This online collection tool provides a convenient method to collect current usage, system costs, and user needs from public safety stakeholders.

Completion of this questionnaire is entirely voluntary and results are made available to appropriate stakeholders within each state. Your cooperation in completing this survey with validated information will greatly contribute to the value of the information to your state. Failure to respond to any of the questions will NOT result in any sanctions or penalties.

Click on your State to Start or Select your State:

--Select State--



The map shows the following states labeled: Washington, Oregon, Nevada, California, Arizona, New Mexico, Texas, Louisiana, Mississippi, Alabama, Georgia, Florida, South Carolina, North Carolina, Virginia, West Virginia, Maryland, Delaware, New Jersey, Connecticut, Rhode Island, New York, Massachusetts, Vermont, New Hampshire, Maine, Minnesota, Wisconsin, Illinois, Indiana, Ohio, Pennsylvania, Michigan, Wisconsin, Minnesota, North Dakota, South Dakota, Nebraska, Kansas, Oklahoma, Arkansas, Tennessee, Kentucky, Missouri, Iowa, Nebraska, Wyoming, Idaho, Montana, Utah, Colorado, Nevada, California, Alaska, and Hawaii. A scale bar at the bottom indicates 0, 100, 200, and 300 miles.

# Take Survey

**Mobile Data - Current State Survey**

**Introduction:**

The questions included in this survey are listed on the page below. Before continuing with the survey, please review these questions to ensure that you have the necessary information to complete the survey. A complete list of questions and answer selections is available through this [link](#).

**Agency Information**

Organization type	Agency Discipline
State, County, City	Agency Name
Number of full time, part time employees and volunteers	Your name and contact information
Number of response or operations vehicles in your agency	

**Devices**

Number of Voice/Data devices assigned to personnel	Number of Voice/Data devices assigned to vehicles
Number of Data only devices assigned to personnel	Number of Data only devices assigned to vehicles
Use of personal devices for agency business and compensation	Number of Other devices assigned to vehicles
Use of Machine to Machine Devices (cameras, sensors)	Planned changes in the numbers of devices used

**Applications**

Frequency of use and primary application used in each of 12 application categories:	Communications, Voice over IP, AVL, Locations Services, CAD, Database Inquiries, Internet/Email, Field Based Reporting, Video, Telemetry
---	--

**Service Plans**

Single or multiple service providers	Use of commercial or shared paging systems
Procurement process used	Other available procurement options
Relationship with sales/account manager for provider	Relationship with technical support staff for provider
Other specialized services or support from provider	Contract duration
Monthly cost per device for data/voice plan	Monthly cost per device for data only plan
Plan information, fixed/variable rate, data caps	Average monthly data usage per device

**Barriers**

Cost	Network Reliability
Security	Coverage
Expertise	

1 of 2

Take Survey

# Find Your Agency

Start here:

1. County
2. City
3. Select Your Agency  
(double click)
4. Skip to slide 11

**PSE Info (2a)**

\* indicates required field.

Follow these steps in order to select your PSE/Agency. For the purposes of this survey, organization and PSE/Agency have the same meaning:  
Area of operation or local headquarters:

Agency List Filter Criteria

\* Select the State or Territory:  Select the County:  Select the City:

Select your Organization Type:

Please select the discipline that best describes your PSE/Agency or division:

\* Select your Agency:

- 162nd Wing, Arizona Air National Guard - Fire Department (Tucson)
- Action Medical Svc Inc (Winslow)
- Administrative Ofc of the Courts (Phoenix)
- Adobe Mountain Juvenile Inst (Phoenix)
- Aguila Fire Dist (Aguila)
- Air Evac - Arizona (Phoenix)
- Air Evac - Miami / Casa Grande (Casa Grande)
- Air Evac - Sierra Vista (Sierra Vista)
- Air Evac - Tucson (Tucson)
- Air Evac - Yuma (Yuma)
- Ajo Ambulance Inc (Ajo)
- Ajo-Gibson Vol Fire Dept (Ajo)

If you choose the wrong agency, skip to slide 8

If your agency is not listed skip to slide 9

# If You Choose the Wrong Agency – Change It and Go to Previous Slide (7)

**PSE Info (2a)**

\* indicates required field.

**Selected Agency:** 

**Agency Name:** Aguila Fire Dist (Aguila)

**Organization Type:** Local

**Discipline:** Fire Service

**City:**

**County:** Maricopa

**State:** Arizona



# To Create a New Agency – Step 1

1. Double check to ensure your agency is not already listed.
2. Scroll to the bottom of the list until you see “Add New Agency”
3. Single click on “Add New Agency”

\* Please select the discipline that best describes your PSE/Agency or division:  
--Select Discipline--

\* Select your Agency: Reset Search

- Yuma County Emergency Management (Yuma)
- Yuma County Public Works ()
- Yuma County Sheriff's Office (Yuma)
- Yuma Fire Department (Yuma)
- Yuma Intl Airport (Yuma)
- Yuma Police Department (Yuma)
- Yuma Proving Ground - Directorate of Emergency Services (Yuma)
- Yuma Regional Medical Center (Yuma)
- Yuma, City of (Yuma)
- Yuma, County of ()
- Yuma-AZ State Prison Complex (San Luis)
- Add New Agency--

# To Create a New Agency – Step 2

This window will appear



**\* Select your Agency:**

- Yuma County Emergency Management (Yuma)
- Yuma County Public Works ()
- Yuma County Sheriff's Office (Yuma)
- Yuma Fire Department (Yuma)
- Yuma Intl Airport (Yuma)
- Yuma Police Department (Yuma)
- Yuma Proving Ground - Directorate of Emergency Services (Yuma)
- Yuma Regional Medical Center (Yuma)
- Yuma, City of (Yuma)
- Yuma, County of ()
- Yuma-AZ State Prison Complex (San Luis)
- Add New Agency-**

**Please enter new Agency Information:**

**\* Agency Name:**

**Address 1:**

**Address 2:**

**\* Latitude:**  (dec)

**\* Longitude:**  (dec)

# To Create a New Agency – Step 3

1. Enter the name of your agency

Please spell out each word and do not use abbreviations  
(Department)

2. Enter the address using postal standards

100 N 15th AV, Phoenix, AZ 85007

3. Click “Look Up” to add the lat/long

Please enter new Agency Information:

\* Agency Name:

Address 1:

Address 2:

\* Latitude:  
 (dec)

\* Longitude:  
 (dec)

# Personnel

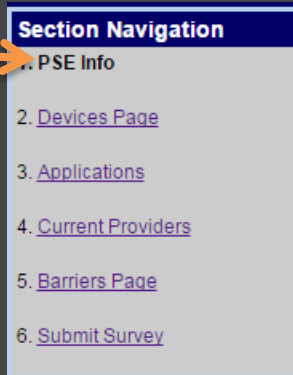
- The questions on the Excel sheet you received correlate with the Survey Questions
  - Next slide

## 2a. Objective: Identify the basic demographics of each

# of Employees	<i>Estimate of total # of employees</i>
# of Full Time Employees	<i>Estimate of total # of full time employees</i>
# of Part Time Employees	<i>Estimate of total # of part time employees</i>
# of Volunteers	<i>Estimate of total # of volunteers</i>
# of Vehicles for Operations	<i>Estimate of total # of vehicles supporting operational personnel</i>

# Personnel

- Fill in the fields you are familiar with
  - Skip those you do not have answers for



**Section Navigation**

- 1. **PSE Info**
- 2. [Devices Page](#)
- 3. [Applications](#)
- 4. [Current Providers](#)
- 5. [Barriers Page](#)
- 6. [Submit Survey](#)



**2a. PSE Info**

\* indicates required field.

2. # of Full Time Employees

3. # of Part Time Employees

4. # of Volunteers

5. # of Vehicles of Operations

# Fill In Your Information



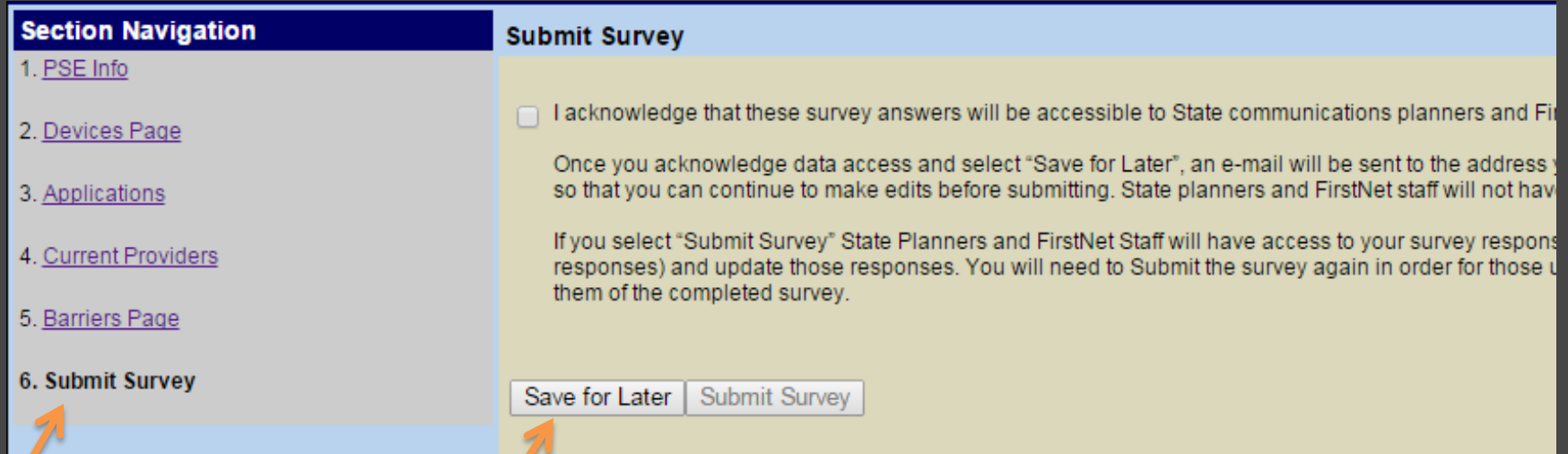
Is a Mandatory Field

Optional fields helps us identify who you are

**Survey Respondent Contact Information:**

Prefix:	* First Name:	MI:	* Last Name:	Suffix:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Title: <input type="text"/>				
Phone: <input type="text"/>				
* Email: <input type="text"/>				
<input type="button" value="Next Page"/>				

# Save the Survey to Save this Data



**Section Navigation**

1. [PSE Info](#)
2. [Devices Page](#)
3. [Applications](#)
4. [Current Providers](#)
5. [Barriers Page](#)
6. **Submit Survey**

**Submit Survey**

☐ I acknowledge that these survey answers will be accessible to State communications planners and FirstNet staff.

Once you acknowledge data access and select "Save for Later", an e-mail will be sent to the address you provided so that you can continue to make edits before submitting. State planners and FirstNet staff will not have access to your responses.

If you select "Submit Survey" State Planners and FirstNet Staff will have access to your survey responses and update those responses. You will need to Submit the survey again in order for those updates to be reflected in the completed survey.

1

2

"Save for Later" allows you to stop the survey and complete it at a later time

# Click on the Link to Get Back In the Survey

## Mobile Data - Current State Survey Saved

Thank you for saving your entries for the Mobile Data - Current State Survey. The survey has been saved for later and is not yet counted in the survey results. Please use the following link to load your saved responses and continue the survey at a later time:

[http://publicsafetytools.info/mobile\\_data\\_survey/MDSTSurveyForm.php?](http://publicsafetytools.info/mobile_data_survey/MDSTSurveyForm.php?)



- A copy of the link will be sent to your email
- A copy of the link will appear on the screen



# FirstNet Data Collection Elements *2b.Devices*

## Agency Issued Devices to:

- Personnel – a person is responsible for the device
- Vehicles – available to whoever drives that vehicle

### **2b. Objective: Estimate the total number of devices deployed by an agency and how personally owned devices are supported.**

#### **AGENCY ISSUED DEVICES - PERSONNEL**

# of <b>Voice/Data Devices</b> Assigned to <b>Personnel</b>	<i>Smartphones, cellphones</i>
# of <b>Data Devices Assigned</b> to <b>Personnel</b>	<i>USB modems, vehicular modems, mobile hot spots, integrated (e.g. tablets), etc.</i>
# of <b>Other Devices</b> Assigned to <b>Personnel</b>	<i>Include private data systems</i>

#### **AGENCY ISSUED DEVICES - VEHICLES** (not accounted for above)

# of <b>Voice/Data Devices</b> Assigned to <b>Vehicles</b>	<i>Smartphones, cellphones</i>
# of <b>Data Devices</b> Assigned to <b>Vehicles</b>	<i>USB modems, vehicular modems, mobile hot spots, integrated (e.g. tablets), etc.</i>
# of <b>Other Devices</b> Assigned to <b>Vehicles</b>	<i>Include private data systems</i>

## 2b.Devices Cont.

- Personally Owned Devices Questions
- General Device Questions

PERSONALLY OWNED DEVICES	
Are employees allowed to use personally owned devices to perform any type of work functions?	Yes   No
Are personally owned devices allowed to connect to any official applications/services i.e. email, internal databases, etc.?	Yes   No
Is any compensation provided to employees for use of personally owned devices?	None   Fixed   Based on Usage   Other
GENERAL	
# of <b>Machine to Machine (M2M) Devices</b> using cellular connection	Cameras, sensors, etc. that have a cellular data connection
Are there any near term planned changes that could impact these device counts significantly i.e. deployment of cellular enabled tablets?	Significant increase   Minor to no change   Significant decrease
Comments	Provide any comments to supplement the above answers

# 2b.Devices Match Up with This MDST Section

Section Navigation	2b. Devices Page
1. <a href="#">2a. PSE Info</a>	PERSONALLY OWNED DEVICES
2. 2b. Devices Page	7. Are employees allowed to use personally owned devices to perform any type of work functions? <input type="text" value="--Select--"/>
3. <a href="#">3a. Applications</a>	8. Are personally owned devices allowed to connect to any official applications/services i.e. email, internal databases, etc.? <input type="text" value="--Select--"/>
4. <a href="#">4a. Current Providers</a>	9. Is any compensation provided to employees for use of personally owned devices? <input type="text" value="--Select--"/>
5. <a href="#">4b. Barrier Page</a>	GENERAL
6. <a href="#">Submit Survey</a>	10. Does your agency use Machine to Machine (M2M) devices that use wireless connections? (Cameras, sensors, etc.) <input type="text" value="--Select--"/>
	11. # of Machine to Machine (M2M) Devices, if applicable <input type="text"/>
	12. Identify near term planned changes (if any) that could impact these device counts significantly i.e. deployment of cellular enabled tablets? <input type="text" value="--Select--"/>
	13. Comments on Devices <input type="text"/>

# FirstNet Data Collection Elements 3a.Applications

- Include Name(s) of applications and frequency of use in each category

3a. Objective: Identify the current state use of data services and applications within Public Safety.		
APPLICATIONS	FREQUENCY OF USE	PRIMARY APPLICATION
Communications (texting, paging, etc.)	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Over the Top Voice (e.g. Skype)	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Automatic Vehicle Location (AVL)	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Location Services (Mapping, routing)	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Computer Aided Dispatch (CAD)	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Database Inquiries	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Field Based Reporting	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
General connectivity (email, internet, file transfers)	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Intranet Access/Mobile VPN solution	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Video	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Telemetry	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Other (please specify)	Daily   Weekly   Infrequently   Not Used but Desired   Not Used	Application name
Comments	Provide any comments to supplement the above answers	

# 3a.Applications Matches This Section

## Section Navigation

1. PSE Info

2. [Devices Page](#)

3. [Applications](#)

- Answer the dropdown
- If your Application Name is not listed, choose --Other-- and fill it in the field below
- Update the frequency of use

### 3a. Applications

#### APPLICATIONS / FREQUENCY OF USE

1. Primary Application Used For Communications (texting, paging, etc.)

--Select-- ▼

CriticalResponse

2. Frequency of Use (Communications)

Not Used ▼

3. Primary Application Used For Over the Top Voice (e.g. Skype)

--Select-- ▼

Skype,kjlkaejrljfaesdlfjasklfejalfk

4. Frequency of Use (Over the Top Voice)

--Select-- ▼

5. Primary Application Used For Automatic Vehicle Location (AVL)

--Select-- ▼

6. Frequency of Use (Automatic Vehicle Location)

--Select-- ▼

7. Primary Application Used For Location Services (Mapping, routing)

--Select-- ▼

# FirstNet Data Collection Elements 4a. Current Providers

4a. Objective: Provide information on current service provider's plans and procurement methods.	
<b>CURRENT SERVICE PROVIDERS</b>	
Does your agency contract with multiple service providers? <i>(If yes, briefly explain)</i>	No   Yes, with brief explanation
Does your agency use a commercial or shared paging system?	No   Yes, with brief explanation
<b>PROCUREMENT (Primary Provider)</b>	
What procurement process was utilized?	Master Contract (GSA/Federal)   Master Contract (State)   Master Contract (Others)   Local RFP/Bid   Based on Price Quotes   Other
Are other procurement options available? <i>(If yes, briefly describe the additional options and why they weren't chosen)</i>	No   Yes, with brief explanation
Does your agency have a direct sales/account relationship with the provider?	No   Yes, with brief explanation
Does your agency have a direct technical support relationship with the provider?	No   Yes, with brief explanation
Are any additional or specialized services provided by the provider? <i>(If yes, briefly explain)</i>	No   Yes, with brief explanation
<b>SERVICE PLANS (Primary Provider)</b>	
What is the average monthly cost for <b>voice/data devices</b> , NOT inclusive of additional costs and fees (taxes, apps, etc.)?	\$
What is the average monthly cost for <b>data only devices</b> , NOT inclusive of additional costs and fees (taxes, apps, etc.)?	\$
How important is having a fixed rate plan?	Variable monthly rates based on usage aren't a problem   Would pay a little more to have fixed rates regardless of usage
Who is responsible for payment of the invoice?	Individual Liable (end-user pays)   Agency Liable (agency pays)   Hybrid (stipend or partial payment from agency to end-user)
What are the monthly data limits on the plan?	Unlimited   Capped/Metered   Pooled   Other
What is the contract duration of your current plan?	In years
What is the average monthly data usage per user?	In GB
Comments	Provide any comments to supplement the above answers

# 4a. Current Providers Matches This Section

## Section Navigation

1. PSE Info

2. [Devices Page](#)

3. [Applications](#)

4. [Current Providers](#)

5. [Barriers Page](#)

6. [Submit Survey](#)

## 4a. Current Providers

### CURRENT SERVICE PROVIDERS

1. Does your agency contract with multiple service providers?

--Select-- ▼

2. Explain your use of multiple service providers, if applicable.

3. Does your agency use a commercial or shared paging system?

--Select-- ▼

4. Explain your use of commercial or shared paging systems, if applicable.

### PROCUREMENT (Primary Provider)

5. What procurement process was utilized?

--Select-- ▼

6. Are other procurement options available?

--Select-- ▼

7. Describe additional procurement options available to you, if applicable.



# FirstNet Data Collection Element 4b.Barriers

These are barriers that affect your data usage today

4b. Objective: To gain an understanding of the barriers that may be limiting or	
BARRIERS - Does this barrier currently limit or prevent the agency from realizing the full potential of mobile data services?	
<b>Cost:</b> Agency does not have budget to purchase required data plans or devices.	Yes, it's a barrier   No, it's not a barrier
<b>Network Reliability:</b> Speed and efficiency of data services provided from the network does not meet requirements (i.e. slow speeds, congestion, frequent outages, etc.)	Yes, it's a barrier   No, it's not a barrier
<b>Security:</b> Use of data services is limited due to security reasons (i.e. wireless network security level does not meet agency policy and data transmission is limited)	Yes, it's a barrier   No, it's not a barrier
<b>Coverage:</b> Coverage of wireless data network does not meet agency operational requirements (i.e. dead spots through	Yes, it's a barrier   No, it's not a barrier
<b>Expertise:</b> Agency does not have the knowledge base within its employees to fully utilize available wireless data services	Yes, it's a barrier   No, it's not a barrier
Other (please specify)	Yes, it's a barrier   No, it's not a barrier
Comments	Provide any comments to supplement the above answers



# 4b.Barriers Matches This Section

Section Navigation	Barriers Page (4b)
1. <a href="#">PSE Info</a>	BARRIERS - Does this barrier limit or prevent the agency from realizing the full potential of mobile data services?
2. <a href="#">Devices Page</a>	1. Cost: Agency does not have budget to purchase required data plans or devices <input type="text" value="Unknown"/>
3. <a href="#">Applications</a>	2. Network Reliability: Speed and efficiency of data services provided from the network does not meet requirements (i.e. slow speeds, congestion, frequent outages, etc.) <input type="text" value="Unknown"/>
4. <a href="#">Current Providers</a>	3. Security: Use of data services is limited due to security reasons (i.e. wireless network security level does not meet agency policy and data transmission is limited) <input type="text" value="--Select--"/>
5. <b>Barriers Page</b>	4. Coverage: Coverage of wireless data network does not meet agency operational requirements (i.e. dead spots through operational area) <input type="text" value="--Select--"/>
6. <a href="#">Submit Survey</a>	5. Expertise: Agency does not have the knowledge base within its employees to fully utilize available wireless data services <input type="text" value="--Select--"/>
	6. Comments on Barriers <input type="text"/>

# Complete Survey

The screenshot shows a web interface for submitting a survey. It is divided into two main sections: 'Section Navigation' on the left and 'Submit Survey' on the right. The 'Section Navigation' section contains a list of six items, with the sixth item, '6. Submit Survey', highlighted in blue and pointed to by an orange arrow labeled '1'. The 'Submit Survey' section has a light blue header and a yellow body. It contains an unchecked checkbox with the text 'I acknowledge that these survey answers will be accessible to State communications planners and FirstNet staff' pointed to by an orange arrow labeled '2'. Below this is explanatory text about data access and saving for later. At the bottom of the section are two buttons: 'Save for Later' and 'Submit Survey', with an orange arrow labeled '3' pointing to the 'Submit Survey' button.

Section Navigation	Submit Survey
1. <a href="#">PSE Info</a>	<input type="checkbox"/> I acknowledge that these survey answers will be accessible to State communications planners and FirstNet staff
2. <a href="#">Devices Page</a>	Once you acknowledge data access and select "Save for Later", an e-mail will be sent to the address you provided so that you can continue to make edits before submitting. State planners and FirstNet staff will not have access to your responses until you submit the survey.
3. <a href="#">Applications</a>	If you select "Submit Survey" State Planners and FirstNet Staff will have access to your survey responses (and update those responses). You will need to Submit the survey again in order for those updates to be reflected in them of the completed survey.
4. <a href="#">Current Providers</a>	<input type="button" value="Save for Later"/> <input type="button" value="Submit Survey"/>
5. <a href="#">Barriers Page</a>	
6. <b>Submit Survey</b>	

# Questions?

**Karen Allen – 602-300-2780**

or

**Greg Sundie – 602-315-6983**

or

**[azfirstnet@azdoa.gov](mailto:azfirstnet@azdoa.gov)**